

About the Motor Transport Services

About Us

The key purpose of the Motor Transport Services Directorate is to facilitate effective Motor Vehicle Registration and Licensing Regulatory and Administration, NaTIS Support Services, at the various Registering Authority Agency Offices, situated throughout KwaZulu-Natal.

In addition, the Directorate facilitates Fleet Management Support Services to certain National & Provincial User Departments. This including placement of Orders for the purchase of Official Vehicles through the National Treasury Transversal Contract and the facilitation of the implementation of other National Treasury Transversal Contracts.



Entrance to the Motor Transport Services Directorate

What does Motor Transport Services Do?

1. Provide Motor Vehicle Registration & Licensing, Registering Authority, Support Services.
2. Manage the implementation of the NaTIS throughout KwaZulu-Natal.
3. Regulate the Registration of Motor Vehicle Manufacturers; Importers; Builders & Body Builders (MIBBs), and Number Plate manufacturers.
4. The administration and regulation of Weighbridges and Motor Dealers in terms of the issue of Motor Trade Plates.
5. Conduct NaTIS Training & Compliance Inspections at Registering Authorities.
6. Facilitate the Purchase of Certain Government Vehicles, for various User Departments from the National Treasury Transversal Contract.
7. Provide Government Fleet Management Advisory services to User Departments.

Registering Authorities

The Department, in order to “bring Services Closer to the people” to assist in contributing to the economic growth of the Province and creation of job opportunities, has outsourced the motor vehicle registration and licensing functions to 71 Municipal or South African Post Office Registering Authority Agents.

NaTIS Training

The Department has played a major role in ensuring that services are delivered to the KZN public. This is achieved by ensuring that the NaTIS users at the 78 Registering Authorities in the province have the necessary skills and expertise to perform all the required transactions on the National Traffic Information System (NaTIS) and to assist and serve the public in the province with regard to any motor vehicle-related matters. This is accomplished through the **training of all NaTIS users** on the application software, the applicable legislation e.g. the National Road Traffic Act, 1996 (Act No. 93 of 1996), the relevant sections of the Public Finance Management Act, 1999 (Act No. 1 of 1999), etc., other aspects relating to the administration of a Registering Authority e.g. face-value document control, reconciliation of fees collected, financial cancellations; the assessment of users and follow-up visits; the provision of telephonic support to users and members of the public.

Customer Service

The vehicle population for KwaZulu-Natal is ±1.7 million motor vehicles and approximately 2.8 million members of the public are served annually on a one-to-one basis at the various Registering Authority Agents situated throughout KwaZulu-Natal.

Purpose and Functions of the Motor Transport Services Sub Directorates

Motor Vehicle Law Admin & Systems

To provide NaTIS Motor Vehicle Regulatory, Administration and related Systems Services.

Functions:

- Facilitate Fleet Management Support Services
- Provide NaTIS Systems Security Services (NaTIS User Administration)
- Facilitate the development and implementation of Motor Vehicle Road Traffic Legislation
- Provide Registering Authority NaTIS Help Desk Services
- Co-ordinate and support the utilisation of Specialised Information Technology Services (NaTIS)

Agency Monitoring & Support Services

To provide Agency Support and Admin Compliance Monitoring Services.

Functions:

- Facilitate specialised Road Traffic Legislation training on functions relating to NaTIS transactions at Registering Authorities and MTS, including Provincial Motor Licensing Bureau Offices;
- Monitor compliance by Registering Authorities in respect of motor vehicle registration and licensing, NaTIS transactions.
- Provision of Access to Information relating to Motor Vehicle Registration and Licensing

Finance

To provide Financial Administration and Support Services.

Functions:

- Provide budgetary and expenditure control services.
- Provide revenue control services.
- Provide debt control services.
- Provide agency procurement support services provincial vehicle fleet.

- Facilitate the purchase of government motor vehicles, in terms of National Treasury Transversal Contract.

Vehicle Technical Compliance

To ensure Motor Vehicle Registration and Licensing Technical Compliance.

Functions:

- To conduct vehicle inspections to ensure compliance with the Road Traffic Legislation.
- To ensure compliance by the General Motor Industry, in terms of applicable legislation (Motor Dealers).
- To ensure compliance by the Manufacturers, Imports, Builder and Body builders (MIBBs), in terms of applicable legislation (MIBBs).
- To ensure compliance at the **Weighbridges**, in terms of the NRTA 93 of 96
- Conduct **Entity inspection** to ensure compliance with the NRTA i.e. Harbour, Airport, Mines and Plants.
- Conduct **Annual Physical Verification** of Provincial Fleet

General Services

To provide General Services.

Functions:

- Manage Provincial Registering Authority (Choice Numbers).
- Manage the sale of personalized and specific numbers.
- Manage the Devolution of functions to potential agents.
- Render Office Services Functions for MTS.

Office Hours / Contact Details

Motor Transport Services Office Hours:

Business Hours:

Mondays To Fridays
07:30-16:00

Postal Address:

Motor Transport Service
Private Bag X9031
Pietermaritzburg
3200

Physical Address:

231 Prince Alfred Street
Pietermaritzburg
3200

Telephone:

(033) 395 1800